

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KATHERINE ELAINE DARLAND NAVA

COMPLAINANT

v.

SOUTH CENTRAL BELL TELEPHONE  
COMPANY

DEFENDANT

CASE NO. 94-139

ORDER TO SATISFY OR ANSWER

South Central Bell Telephone Company ("South Central Bell") is hereby notified that it has been named as defendant in a formal complaint filed on April 8, 1994, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, South Central Bell is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

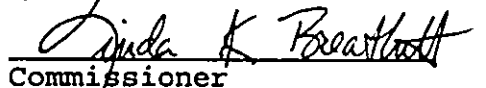
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 14th day of April, 1994.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director

*[Handwritten signature]*

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

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APR 08 1994

PUBLIC SERVICE  
COMMISSION

In the Matter of:

Katherine Elaine DARLAND NAVA  
(Your Full Name)

COMPLAINANT

vs.

South Central Bell  
(Name of Utility)

DEPENDANT

94-139

C O M P L A I N T

The complaint of Katherine Elaine D. NAVA respectfully shows:  
(Your Full Name)

(a) Katherine E D NAVA, Paralegal  
(Your Full Name)

4520 Connor Way \* W Louisville, KY 40272  
(Your Address)

(b) South Central Bell  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: Scott Lathrop, now living in  
(Describe here, attaching additional sheets if

Burnsville, Mn, had service with  
necessary, the specific act, fully and clearly, or facts

South Central Bell till October 1991  
that are the reason and basis for the complaint.)

At \* 1101 ROYAL GRDNS Ct \* M Louisville, KY

Formal Complaint

Katherine E. D. NAVA vs South Central Bell  
(Your Name) (Utility Name)

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Account # 502-368-2504-038-048.  
When he moved, I moved as well.  
When I called South Central Bell  
to have services ~~to~~ turned on  
in my name I ask for phone  
number 368-2504. MR LATHROP  
still had calling cards, that

con't

Wherefore, complainant asks To be paid back  
(Specifically state the

in full for all payments made  
(relief desired.)  
to the account of Scott Lathrop.

Including \$111.72 Paid to Frost-  
Arnett Collection. And an apology for  
putting me thru all this.

Dated at Louisville, Kentucky, this 19 day  
(Your City)

of MARCH, 1994.  
(Month)

Katherine E. D. Nava  
(Your Signature)

(Name and address of attorney, if any)

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COMMISSION

South Central continued to let him use, charging it to my account, as well as his last bill owed. Stating I could file criminal charges.

I have tried since October of 1991 to resolve this. I even called South Central Bell to cancel Mr. Lathrop calling card and they wouldn't let me. South Central Bell policy is to cancel and make all cards void when services are disconnected. I shouldn't have to pay for someone else's calling cards or even their final bill. I even had to have the number changed to cancel card. I have already paid more than half of those bills not belonging to me. Thru Nov 1991 thru June of 1993 to resolve this. In June of 1993 I thought I had finally resolved this and got the credit I deserved, but to my surprise my services were turned off for non-full-payment due. If South Central Bell would check their records, they would find that I always paid my bills in full on time except for Mr. Lathrop's charges.

I have been in contact with Mary Porter of South Central Bell numerous times, she states that no matter what my last bill was due in June 1993 and my services were

turned off because of final  
bill owed. When I talked to  
Ms. Porter she stated that  
she can't go back to verify  
old bills. This is also not true.  
Please help me to resolve  
this, because I myself can  
not get any where with  
Ms. Porter, even going to  
her office in person a few  
weeks ago did no good. She  
refused to see me.

Katherine Nava

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PUBLIC UTILITIES  
COMMISSION